Serve IT Web and Design Project Client Application

Start of Block: Default Question Block

D1
CLIENT APPLICATION FOR SERVE IT
WEB AND DESIGN SUPPORT
Agencies looking for computer donations or general tech support should fill out a different form, linked here.

Serve IT accepts applications from 501(c)3 organizations on a rolling basis with client start periods generally coinciding with the beginning of the Spring and Fall semesters. There is currently no cost associated with participation in the program.

Timeline:
Ideally, simple websites or databases can be finished within a semester, however, this is not always the case. Depending on the features you need, when you ask for them, how long it takes you to provide content, or how long it takes to work through the design process, it can take longer.

Though spots occasionally open up at any point, we tend to choose new clients during two particular times of year: Late November (for consideration for projects to start in January). Mid-late summer (for consideration for projects to start in August.) We have fewer students in summer, and it can be a bit unpredictable, so we tend to use this time to finish off projects (often won't take a new project during the late spring early summer.)

Client Expectations: Agencies will need to write their own content. Your staff is the expert on content in your area. Our students can help you figure out what to highlight and how to condense it. Having an idea of the general features, content, and the types of pages you would like to include will speed up the process. Students may need occasional nudges or reminders. Some clients have found the students do a bit better once the client contact takes something of a co-educational guidance role. We recognize this isn't for everyone, and strive to provide enough guidance on our end that this is not too onerous, but it is worth mention. Students may not travel outside Monroe County to deliver service or for meetings. After the site is up and live, your agency may need to hire services later for providing emergency support for site crashes that occur during holiday breaks and weekends.
Please continue to the next page for our application.

C1 Agency Name

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D2 Applying agencies must have 501(c)3 or equivalent status. Please send financial paperwork (revenues, expenses, and assets) from the most recently completed fiscal year OR attach form 990 (core, no schedules needed) to an email to serveit@iu.edu

C5 Contact info for additional contact, if needed:

- ○ Name (1) ____
- ○ Title or role (2) ____
- ○ Email address (3) ____
- ○ Phone number (4) ____

C6 Any additional contacts who would like to stay in the loop can be added here, along with email addresses.

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C2 Agency Address

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End of Block: Default Question Block

Start of Block: Contact Info

C3 Agency is 501(c)3 or equivalent.

◯ Yes (1)

◯ No (2)

◯ If your agency is considered a project of another 501c3, a 501c4, or is a government agency, please describe below: (3) ____

Skip To: C4 If Agency is 501(c)3 or equivalent. = Yes

Skip To: C4 If Condition: If your agency is considere... Is Not Empty. Skip To: Please enter the below information fo....

Skip To: End of Survey If Agency is 501(c)3 or equivalent. = No

C4 Please enter the below information for the main contact:

◯ Name (1) ____

◯ Title or role (2) ____

◯ Email address (3) ____

◯ Phone number (4) ____

End of Block: Contact Info

Start of Block: Project Info

P1 Please indicate your primary need.

Those looking for Tech Support options like computer donations or on-site technical help should fill out this form instead: https://forms.gle/1q5pX2aBWgnzctiUA

- ☐ Web design and development (or website re-design) (1)
- ☐ Website support (sprucing up existing site--Wordpress, Squarespace, WIX, Webflow, Google Sites, or other content management systems all fine) (6)
- ☐ Graphic design (2)
- ☐ Salesforce Onboarding (13)
- ☐ Social media audit (4)
- ☐ Google analytics audit (with optional support for site re-design) (8)
- ☐ Website Security audit/ re-design (9)
- ☐ Website ADA (American Disabilities Act) Compliance audit with options for re-design (12)

Skip To: P2 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Web design and development (or website re-design)

Skip To: P2 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Website support (sprucing up existing site--Wordpress, Squarespace, WIX, Webflow, Google Sites, or other content management systems all fine)

Skip To: P4 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Graphic design

Skip To: P6 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Social media audit

Skip To: P6 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Google analytics audit (with optional support for site re-design)

Skip To: P6 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Website Security audit/ re-design

Skip To: P4 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Website ADA (American Disabilities Act) Compliance audit with options for re-design

Skip To: P6 If Please indicate your primary need. Those looking for Tech Support options like computer donation... = Salesforce Onboarding

P6 Please describe your needs as related to social media audit, salesforce onboarding, google analytics audit, website security audit, or ADA Compliance projects.

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P2 What elements do you hope to incorporate into your site?

- ▢ Donation button (1)
- ▢ Events calendar (note: requires ongoing maintenance by agency) (2)
- ▢ Members only area (3)
- ▢ Newsletter signups (5)
- ▢ Photo gallery (7)
- ▢ Sponsor section (8)
- ▢ Blog or news section (note: requires ongoing maintenance by agency) (9)
- ▢ Social media integration (10)
- ▢ FAQ (12)
- ▢ Contact us form (13)
- ▢ Other Forms (4)

P4 Design Considerations: Do you have specific branding guidelines you need or want to adhere to? (Specific colors, logos, and fonts).

- ○ yes, please list some basics here (1) ____
- ○ no (2)

P3 What additional functionality or graphics do you hope to build in? (Ok to include items like a social media audit or additional graphic design here if you wanted that as well.)

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Q28 What is the technological experience level of the main contact and the staff? (We ask this so we can determine how to present trainings and supporting materials--you will not be disqualified for lack of technical skill.)

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Q30 Does your agency have a staff person who has at least one hour per week to either meet with students or develop/edit content, respond to emails, etc? Does this person also have the authority to make decisions on behalf of the agency?

Q29 Does your agency have a staff person dedicated to being able to update and maintain this tool in the future? (Note that we can help train.)

A1 Has your agency previously worked with college students? If so, how did it go?

A2 Is everyone in your agency and board in agreement with the need for this tool? Please discuss preparations you have taken, if any.

A3 Is your agency in agreement on the basic look and functionality of this tool? Please discuss the basic design ideas you have for it.

A4 When will your organization be ready to work with a student team?

A5 Does your organization have a budget for IT expenses? If so, how much do you typically spend on IT expenses? (Note that having no budget or a small budget will not count against you. We know this is a challenge for many nonprofits!)

End of Block: Project Info